

Department of Social and Health Services

DP Code/Title: PL-AW Enhance Case Review
Program Level - 010 Children's Administration

Budget Period: 2007-09 Version: A1 010 - 2007-09 Agency Request Budget

Recommendation Summary Text:

This request is for \$2,362,000 and 5.0 FTEs for the 2007-09 Biennium to enhance the current case review process by expanding the scope to licensing files, contracting for development, testing and quality assurance regarding the case review process as well as adding external reviewers.

Fiscal Detail:

Operating Expenditures

	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding			
001-1 General Fund - Basic Account-State	832,000	818,000	1,650,000
001-A General Fund - Basic Account-DSHS Fam Support/Chi	274,000	269,000	543,000
001-C General Fund - Basic Account-DSHS Medicaid Federa	85,000	84,000	169,000
Total Cost	1,191,000	1,171,000	2,362,000

Staffing

	<u>FY 1</u>	<u>FY 2</u>	<u>Annual Avg</u>
Agency FTEs	5.0	5.0	5.0

Package Description:

Children's Administration is requesting 5.0 FTEs and \$2,362,000 for the 2007-09 Biennium. Additional resources are necessary to develop a process to provide additional case review of the licensing of foster homes and residential facilities.

Enhance Case Review:

	FY 2008	FY 2009	Total Biennium
FTEs:	5.0	5.0	5.0
Funds:	\$510,000	\$490,000	\$1,000,000
External Reviewers:	\$556,000	\$556,000	\$1,112,000
Contract Funds:	\$125,000	\$125,000	\$250,000
Total:	\$1,191,000	\$1,171,000	\$2,362,000

There are at least seven outcomes contained in the Braam Panel Implementation Plan which cannot at present be measured through the Case Management and Information System (CAMIS) data system. It is necessary for the baseline of these outcomes, and the annual reporting on the benchmarks established by the panel, to be measured through a review of case records.

The Children's Administration (CA) has contracted with the University of Washington (UW) School of Social Work to conduct preliminary design work to develop, test and provide quality assurance regarding the case review methodology. The University will develop the sampling to be used for each outcome measure and will develop the questions and the scoring criteria. They will also analyze and report on the data, and develop a quality assurance process to ensure consistency (inter-rater reliability) of scoring of cases. The CA will need additional funding for the ongoing quality assurance. The cost of this contract is expected to be \$125,000 per year.

The CA proposes that a separate case review team be established to conduct case reviews using the above methodology to develop baselines and annual reporting on benchmarks related to the identified Braam outcome measures. An objective and credible measurement process is required to ensure that the panel has confidence in the measurement of results provided by the case review methodology.

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This review team would be composed of a pool of reviewers including CA staff and external reviewers. The external reviewers would include a variety of stakeholders. Co-team leaders (one CA and one external lead) would be assigned to each review. A quality assurance regime, including inter-rater reliability, will be established by the UW contractors to assure reliability of the process and the results.

The seven outcomes to be measured by case review are different and quite distinct. This requires a different sample for each outcome. Case reviewers will be required to review seven different samples of cases annually. Each case sample is expected to be composed of 400 cases. The sample will be stratified to provide regional data. This will require case reviewers to read cases in various offices across all six CA service regions. In effect, they will travel and read files across the state.

CA estimates that three case review FTEs are needed to conduct these case reviews annually. In addition, two case reviewers are requested to monitor and report on CA compliance with the implementation of the 97 Action Steps contained in Braam Implementation Plan. These reviewers will be completing case reviews statewide to check specific policy implementation and to ensure the availability of, and to gather, documentation for the panel to show that the CA is complying with the requirements of the implementation plan. The cost of the five reviewers is \$510,000 in Fiscal Year 2008 and \$490,000 in Fiscal Year 2009.

The estimated cost per year for three external reviewers is \$556,000. This estimate is based on the 400 cases, seven different samples of cases and estimating that each case will require an average of four hours to review and score. Total travel expenses, including mileage, per diem and lodging is estimated at \$52,000 per year and is included in the total costs for the three external reviewers. This case review process would be accelerated by one year if the 2007 Supplemental Budget request is approved.

Narrative Justification and Impact Statement

How contributes to strategic plan:

The proposals included in this decision package support the strategies and objectives for the following goals and outcomes included in CA's Strategic Plan:

Supporting Client Outcomes

Goal: Continuously improve the organization's capacity to achieve excellent outcomes for children and families.

Outcome SCO-6: Quality assurance system promotes satisfactory outcomes for children and families.

This decision package supports the Priorities of Government (POG) goal to "Improve the Security of Washington's Vulnerable Children and Adults" and CA's goals under Government Management Accountability and Performance (GMAP) reporting of Permanency for Children, Child and Family Well Being and Supporting Client Outcomes.

This decision package affects the following activities: Child Protective Services (A009), Child Welfare Services (A012), and Family Reconciliation Services (A033).

Performance Measure Detail

Agency Level

Activity: A009 Child Protective Services (CPS)

Output Measures

1111 Number of CPS, CWS and FRS referrals received.
1112 Number of child abuse/neglect referrals accepted for investigation.

Incremental Changes

FY 1 FY 2

0.00 0.00

0.00 0.00

Activity: A012 Child Welfare Services (CWS)

Incremental Changes

FY 1 FY 2

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Output Measures

1111	Number of CPS, CWS and FRS referrals received.	0.00	0.00
1112	Number of child abuse/neglect referrals accepted for investigation.	0.00	0.00

Activity: A033 Family Reconciliation Services (FRS)

Output Measures

1111	Number of CPS, CWS and FRS referrals received.	0.00	0.00
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Incremental Changes

FY 1 **FY 2**

Reason for change:

This request is being proposed in order to:

- Meet accountability requirements and expectations
- Include all CA service programs in the QA program
- Know if performance goals and outcomes are being achieved
- Increase external credibility and confidence in the results being reported.

Impact on clients and services:

This proposal will have a positive impact on services provided by CA and its clients by identifying specific areas that improve services to children and foster families. CA expects stakeholders will support this package.

Impact on other state programs:

None

Relationship to capital budget:

Not applicable

Required changes to existing RCW, WAC, contract, or plan:

None

Alternatives explored by agency:

The alternative would be to rely only on internal CA resources to provide quality assurance. This does not provide stakeholders with adequate assurance that the quality assurance results accurately reflect the quality of service provided to children and families. Compliance with many service standards, for example, seeing children within 24 hours, can be measured through the electronic information system. The quality of decision making and services provided cannot be measured through this method. Service quality is best measured through a review of the actual work done in individual cases. Relying only on internal CA resources does not provide stakeholders with adequate assurance that the QA results accurately reflect the quality of service provided to children and families.

Budget impacts in future biennia:

The costs and FTEs would be included in carry forward level in future biennia.

Distinction between one-time and ongoing costs:

The contract with the University of Washington School of Social Work to conduct preliminary design work to develop, test and provide quality assurance regarding the case review process is a one-time cost for Fiscal Years 2008 and 2009. Initial

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equipment costs for new staff would be one-time only. All other costs would be ongoing.

Effects of non-funding:

The effect of not funding this request would be that CA would either not implement enhanced quality assurance processes, which would have a negative effect on ensuring CA providing quality services to children and families; or in order to implement, CA would need to look at service funding and possibly reduce program funds.

Expenditure Calculations and Assumptions:

See attached CA PL-AW Enhance Case Review.xls

The federal Deficit Reduction Act, passed in February 2006, created new limitations for Targeted Case Management (TCM) which were effective January 1, 2006. Federal rules have not been published so the precise effect of the new law is not clear. This proposal assumes that CA will be able to claim TCM funds in the 2007-09 Biennium, but if that is not the case CA will require GF-State where TCM is assumed.

<u>Object Detail</u>	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding			
A Salaries And Wages	310,000	310,000	620,000
B Employee Benefits	76,000	86,000	162,000
E Goods And Services	59,000	60,000	119,000
G Travel	20,000	20,000	40,000
J Capital Outlays	41,000	10,000	51,000
N Grants, Benefits & Client Services	681,000	681,000	1,362,000
T Intra-Agency Reimbursements	4,000	4,000	8,000
Total Objects	1,191,000	1,171,000	2,362,000

DSHS Source Code Detail

<u>Overall Funding</u>	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Fund 001-1, General Fund - Basic Account-State			
Sources Title			
0011 General Fund State	832,000	818,000	1,650,000
Total for Fund 001-1	832,000	818,000	1,650,000
Fund 001-A, General Fund - Basic Account-DSHS Fam Support/Chi			
Sources Title			
658L Title IV-E-Foster Care (50%)	274,000	269,000	543,000
Total for Fund 001-A	274,000	269,000	543,000
Fund 001-C, General Fund - Basic Account-DSHS Medicaid Federa			
Sources Title			
19TA Title XIX Assistance (FMAP)	85,000	84,000	169,000
Total for Fund 001-C	85,000	84,000	169,000
Total Overall Funding	1,191,000	1,171,000	2,362,000

2007-09 Biennium PL-AW Enhance Case Review

	FY 08	FY 09	Total	
WMS Program Manager	5.0	5.0	5.0	<i>Assumes mid-range CA Peer</i>
Salaries	310,000	310,000	620,000	<i>Grouping w/9-1-05 increase</i>
Benefits	75,000	85,000	160,000	<i>(\$62,193 annually)</i>
Goods and Svcs	60,000	60,000	120,000	
Travel	20,000	20,000	40,000	
Equipment	40,000	10,000	50,000	
Transfers	5,000	5,000	10,000	
Total	510,000	490,000	1,000,000	

External Reviewers

Assumptions:

Estimate 400 cases over biennium will be reviewed and scored	400
Estimate 7 different samples of cases	7
Total case samples for review	2,800
Each case will require 4 hours for external reviewers to review	4
Total hours	11,200
Estimate \$30 per hour for external reviewers review time	\$ 30
	\$ 336,000
Need 3 external reviewers to co-lead with CA reviewers	3
	\$ 1,008,000
Estimate travel costs(mileage, per diem, lodging) at \$52,000/year	\$ 104,000
Total Biennial Costs - External Reviewers	\$ 1,112,000
Total Annual Costs - External Reviewers	\$ 556,000

Contract with University of Washington School of Social Work to complete preliminary work and to develop, test and provide quality assurance regarding the case review methodology.

FY 08	FY 09	Total
125,000	125,000	250,000